

Reservation, Cancellation & Occupancy Policy

PINE TREE COMMUNITY RV PARK, OWNED AND OPERATED BY WESTCOAST ENDEAVOURS ULC – Powell River, British Columbia

Effective Date: May 4, 2026

Welcome to PINE TREE COMMUNITY RV PARK, OWNED AND OPERATED BY WESTCOAST ENDEAVOURS ULC. To ensure a clear understanding of our terms and to comply with the British Columbia Lodging and Campgrounds Association (BCLCA) guidelines and the Business Practices and Consumer Protection Act (BPCPA), we have established the following Reservation, Cancellation, and Occupancy Policy. By confirming a reservation with us, you acknowledge and agree to these terms.

1. Two-Tier Stay Classification

To provide clarity on the nature of your stay and to manage our facilities effectively, all bookings at PINE TREE COMMUNITY RV PARK fall into one of three categories. It is important to note that all stays are considered temporary accommodations and do not constitute a residential tenancy under the Residential Tenancy Act.

Tier 1: Short-Term Stays (1–30 Nights)

These are transient recreational or travel stays. These arrangements are strictly licence-to-occupy agreements and are not residential tenancies.

Tier 2: Mid-Term Stays (31–90 Nights)

These are extended occupancies intended for temporary accommodation. Mid-term stays are strictly licence-to-occupy agreements and are not residential tenancies.

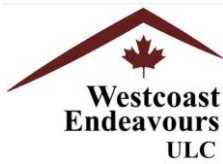
Any stays longer than 90 nights are simply renewed as a new reservation, subject to independent approval each renewal.

2. Booking Agreement & Legal Compliance

By confirming a reservation, you explicitly agree that you have reviewed all pricing, dates, fees, and policies, and that you accept the terms applicable to your specific Tier (Short-Term or Mid-Term).

Distance Reservations (Online, Phone, or Email)

For bookings made without being physically present at the park (defined as distance sales contracts), including reservations made by email, phone or website:



- You confirm that prior to completing your booking, you were provided with all pricing, fees, and policies.
- You confirm you had the ability to review and accept these terms and the opportunity to correct any errors before confirming.
- A complete copy of your booking agreement, including this cancellation policy, will be provided to you automatically via email within 15 days of your booking confirmation.
- Any intention to stay longer than 90 days requires the Park to further screen the occupants PRIOR to arrival to the Park.

3. Payment & Deposits

To secure your reservation, the following deposit and payment structures apply based on your stay tier.

<u>Tier</u>	<u>Reservation Deposit Required</u>	<u>Balance / Ongoing Payments</u>
Tier 1 (Short-Term)	1 night or 50% (whichever is greater)	Due upon arrival
Tier 2 (Mid-Term)	First 30 days (non-refundable within 30-day cancellation window)	30-day block purchase payments due in advance to credit card on file

4. Cancellation Policy

Please read this section carefully. By proceeding with your booking, you acknowledge and agree to these cancellation terms.

Tier 1: Short-Term Stays (1–30 Nights)

- **More than 7 days before arrival:** You will receive a full refund of your deposit, minus a \$25 administration fee.
- **7 days or fewer before arrival:** Your deposit is strictly non-refundable.

Tier 2: Mid-Term Stays (31–90 Nights)

- **More than 30 days before arrival:** You will receive a full refund of your deposit, minus a \$75 administration fee.
- **15 to 30 days before arrival:** You will receive a 50% refund of your deposit.
- **14 days or fewer before arrival:** Your deposit is strictly non-refundable.

Any stays longer than 90 days are not simply extended; a brand new reservation is created, subject to screening and approval of the Park PRIOR to arrival at the Park.

5. Modifications to Reservations

We understand that plans can change. Modification requests are handled according to the following guidelines:

Tier 1: Short-Term Stays

- Modifications requested outside the 7-day cancellation window are permitted subject to availability.
- Modifications requested within 7 days of arrival are treated as cancellation and re-booking, subject to the cancellation penalties outlined in Section 4.

Tier 2: Mid-Term Stays

- **More than 30 days prior to arrival:** One modification to the reservation dates is permitted without penalty, subject to availability.
- **30 days or fewer prior to arrival:** Any modification request is treated as a cancellation and is subject to the cancellation penalties outlined in Section 4.

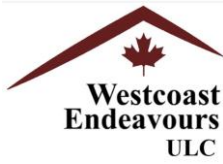
6. No-Shows & Early Departures

<u>Situation</u>	<u>Tier 1 (Short-Term)</u>	<u>Tier 2 (Mid-Term)</u>
No-Show	Full deposit forfeited; reservation cancelled	Entire first month's deposit forfeited
Early Departure	No refunds issued once checked in	Minimum 30 days' written notice required; prorated refunds within notice period are at the sole discretion of management

7. Critical Occupancy Rules (Stays Longer Than 30 Nights – Tier 2 Occupants)

To maintain the nature of our park as a temporary accommodation facility and avoid unintended tenancy rights, the following rules strictly apply to all Tier 2 stays:

- Occupancy is strictly temporary and revocable.
- No fixed address or permanent residency rights are granted.
- Mail and package delivery to the park is not permitted.
- Guests must maintain a primary residence elsewhere and will be asked to provide proof of such residence.
- All park rules form a binding part of the Licence to Occupy Agreement.



- All terms at Pine Tree RV Park end at 90 days. A new licence to occupy can be considered, if the Occupant wishes, after creating a new reservation, subject to Park approval and potential additional screening.

8. Cancellations by the Park

In accordance with the BPCPA for distance contracts (bookings made online, by phone, or by email): If PINE TREE COMMUNITY RV PARK, OWNED AND OPERATED BY WESTCOAST ENDEAVOURS ULC must unilaterally cancel a confirmed reservation for reasons other than guest breach of policy or force majeure, guests are entitled to a full refund within 15 days of the cancellation notice.

9. Force Majeure (Emergency Events)

This section applies to Tier 1 and Tier 2 stays in the event of unforeseen emergencies such as wildfires, floods, extreme weather, government orders, travel restrictions, or significant infrastructure failures.

- **If the park cannot operate:** Guests will be offered the choice of a full refund or a credit for a future stay.
- **If the guest cannot travel (but the park is operational):** The standard cancellation terms outlined in Section 4 apply. We highly recommend guests purchase independent travel insurance to cover unforeseen personal travel disruptions.

10. Booking Method Compliance

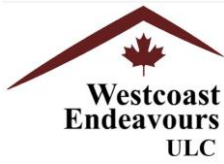
Distance Bookings (Online / Phone / Email)

For all bookings made remotely (defined as distance sales contracts), you confirm that prior to completing your booking:

- You were provided with all pricing, fees, and policies.
- You had the ability to review and accept these terms.
- You had the opportunity to correct any errors before confirming.

11. Refund Processing

- All eligible refunds will be processed within 15 days of the cancellation confirmation.
- Refunds will be returned to the original payment method used for the booking.
- Any third-party booking or processing fees are non-refundable.
- In the event a licence to occupy is revoked, there are NO REFUNDS.



12. Enforcement & Consistency

To ensure fairness and legal compliance:

- Only the written terms of this policy apply.
- Staff members are not authorized to make verbal modifications or override this policy.
- All bookings are subject to consistent enforcement of these terms.

13. Agreement Acknowledgment

By completing your reservation, you acknowledge that you understand whether your stay is classified as Tier 1 (Short-Term) or Tier 2 (Mid-Term); you agree to the applicable cancellation terms; and you accept that this policy forms a binding part of your agreement with PINE TREE COMMUNITY RV PARK, OWNED AND OPERATED BY WESTCOAST ENDEAVOURS ULC.